

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 MARCH 2004

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

160 IDHS CHD New Tickets Logged

5	IOTA PMO New Tickets Logged	61	ISSE PMO New Tickets Logged
70	JEDI PMO New Tickets Logged	23	JTT PMO New Tickets Logged
0	A2IPB New Tickets Logged	1	Other New Tickets Logged

49 IDHS CHD Brought Forward

3	IOTA PMO Tickets Brought Forward	18	ISSE PMO Tickets Brought Forward
26	JEDI PMO Tickets Brought Forward	2	JTT PMO Tickets Brought Forward
0	A2IPB Tickets Brought Forward	0	Other Tickets Brought Forward

209 IDHS CHD Tickets Worked

8	IOTA PMO Tickets Worked	79	ISSE PMO Tickets Worked
96	JEDI PMO Tickets Worked	25	JTT PMO Tickets Worked
0	A2IPB Tickets Worked	1	Other Tickets Worked

141 IDHS CHD Tickets Completed

5	IOTA PMO Tickets Completed	54	ISSE PMO Tickets Completed
63	JEDI PMO Tickets Completed	18	JTT PMO Tickets Completed
0	A2IPB Tickets Completed	1	Other Tickets Completed

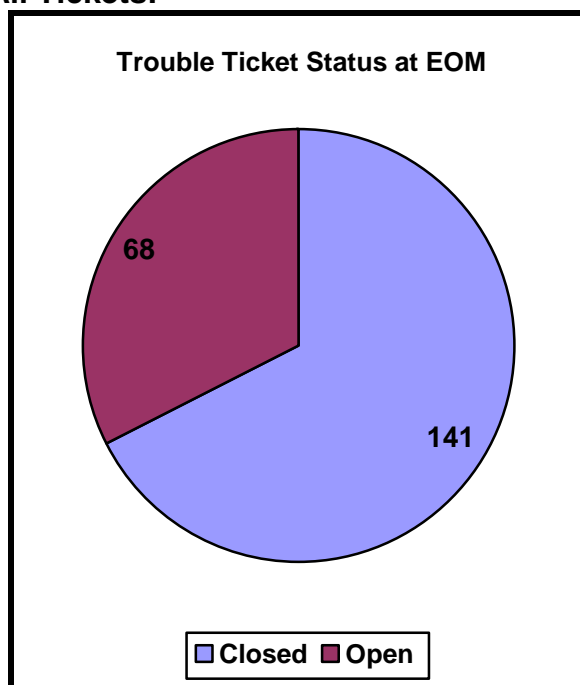
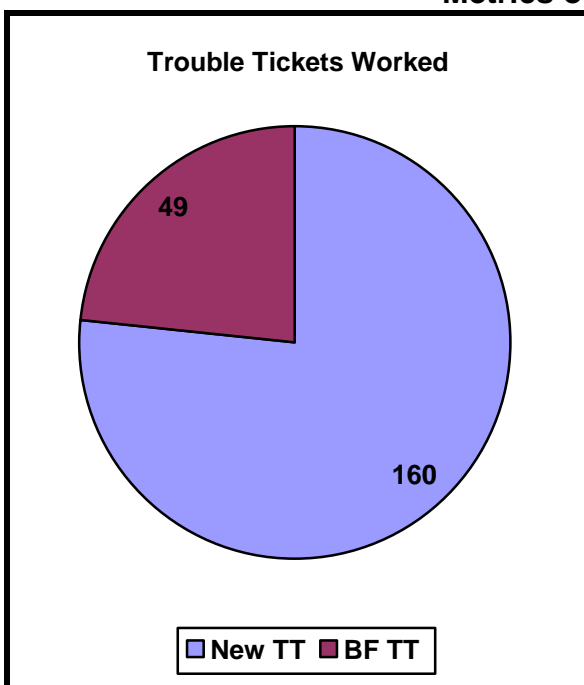
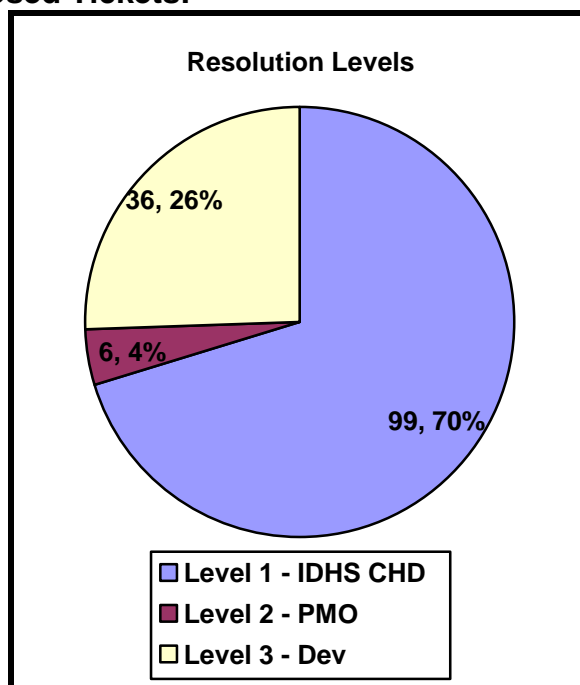
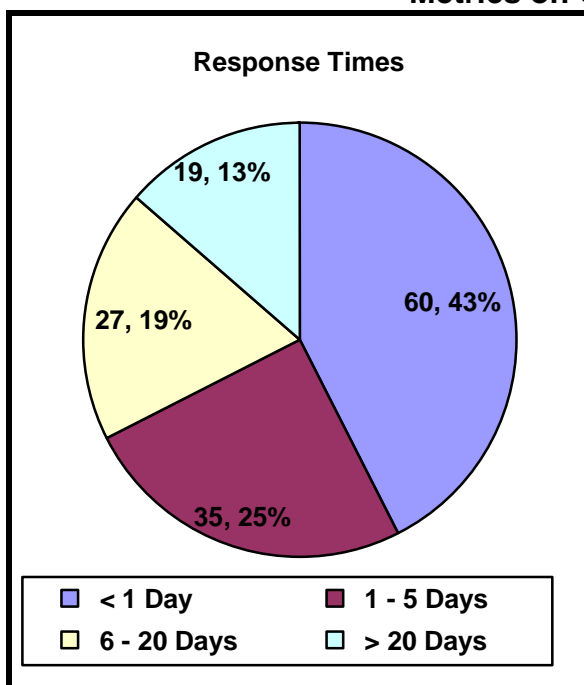
68 IDHS CHD Remaining Open

3	IOTA PMO Tickets Remaining Open	25	ISSE PMO Tickets Remaining Open
33	JEDI PMO Tickets Remaining Open	7	JTT PMO Tickets Remaining Open
0	A2IPB Tickets Remaining Open	0	Other Tickets Remaining Open

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>IOTA PMO</i>	3	1	0	1
<i>ISSE PMO</i>	17	18	11	8
<i>JEDI PMO</i>	30	11	14	8
<i>JTT PMO</i>	9	5	2	2
<i>A2IPB PMO</i>	0	0	0	0
<i>Other</i>	1	0	0	0
Total CHD	60	35	27	19

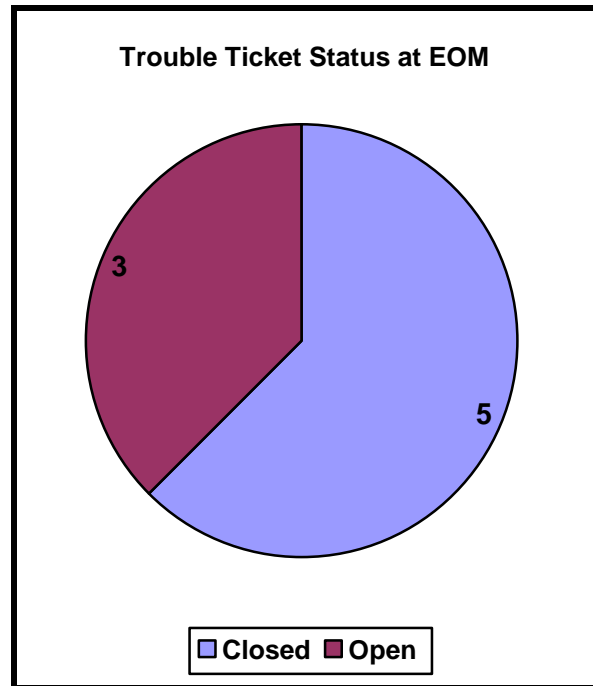
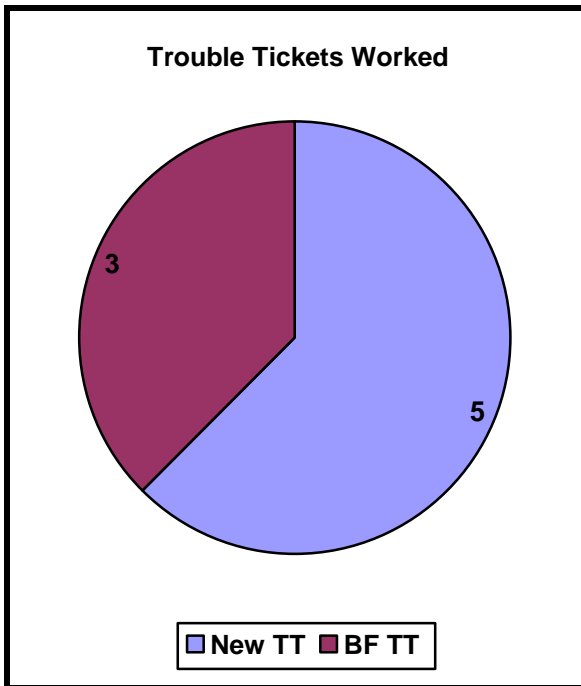
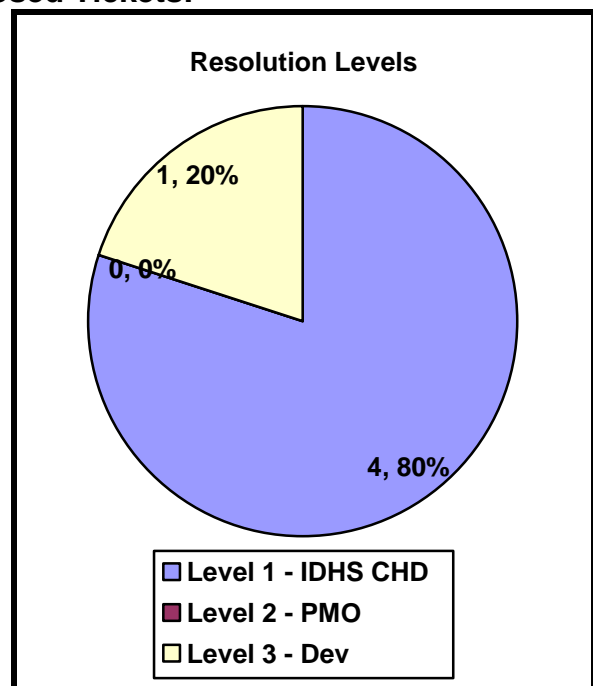
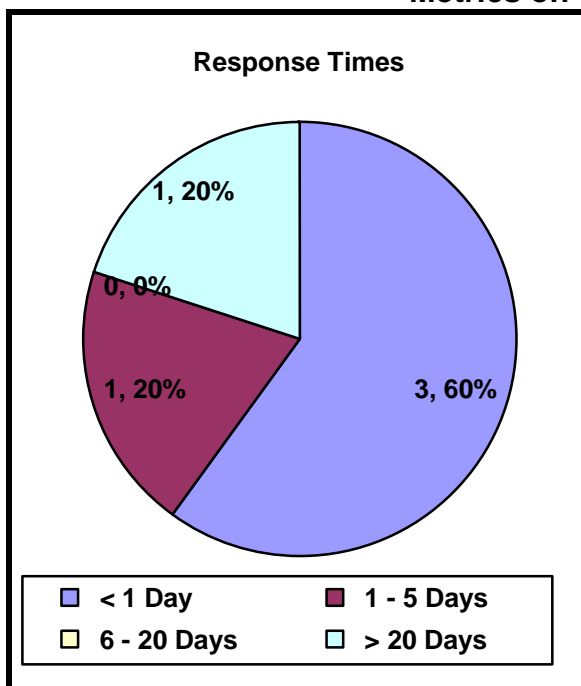
IDHS CHD OVERALL

160 New Tickets Logged
49 Tickets Brought Forward
209 Tickets Worked
141 Tickets Completed
68 Tickets Remaining Open

Metrics on All Tickets:**Metrics on Closed Tickets:**

IOTA PMO

5 New Tickets Logged
3 Tickets Brought Forward
8 Tickets Worked
5 Tickets Completed
3 Tickets Remaining Open

Metrics on All Tickets:**Metrics on Closed Tickets:**

STATUS OF IOTA PCMRs OPENED VIA IDHS CHD TICKETS:

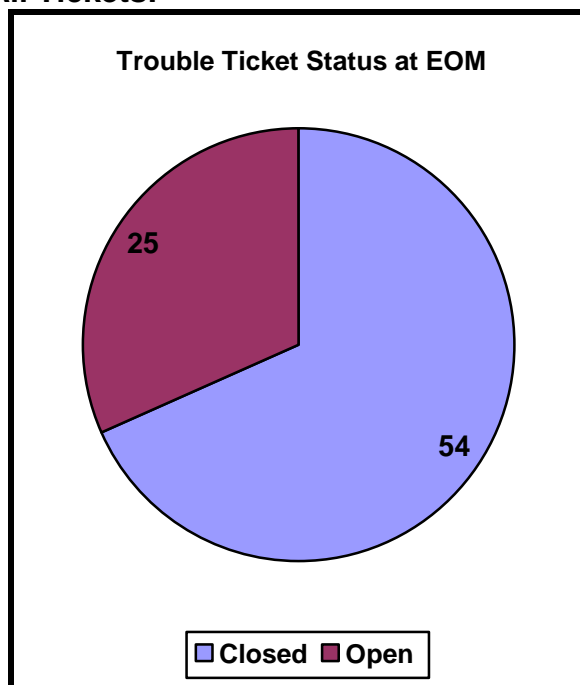
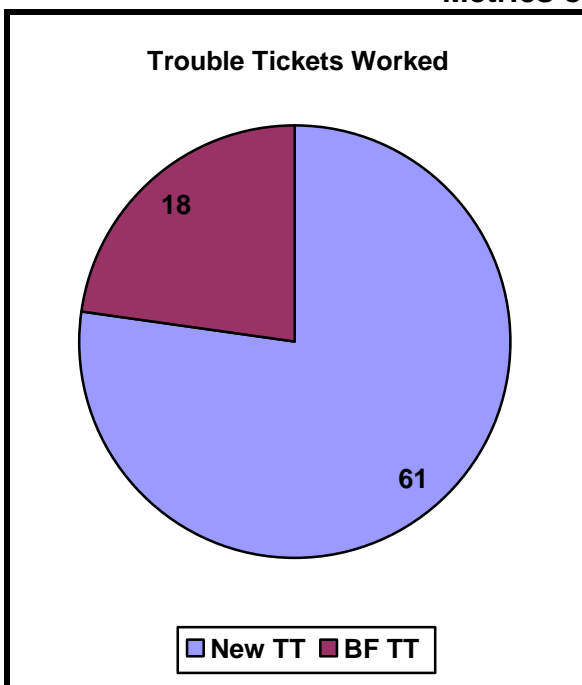
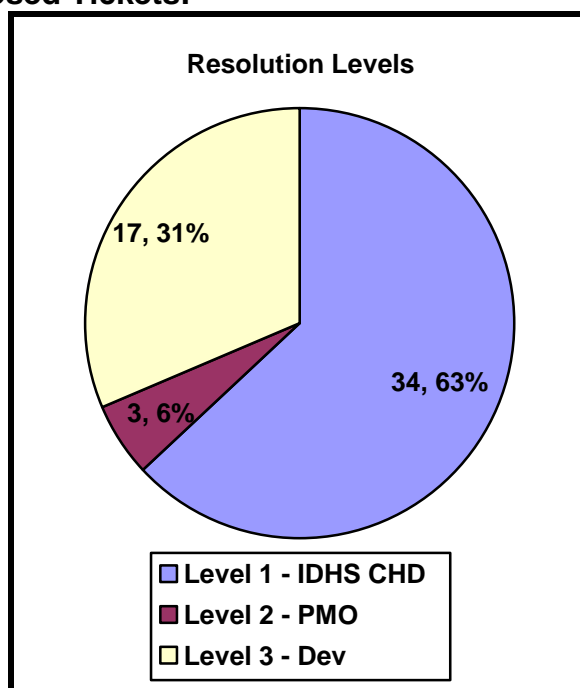
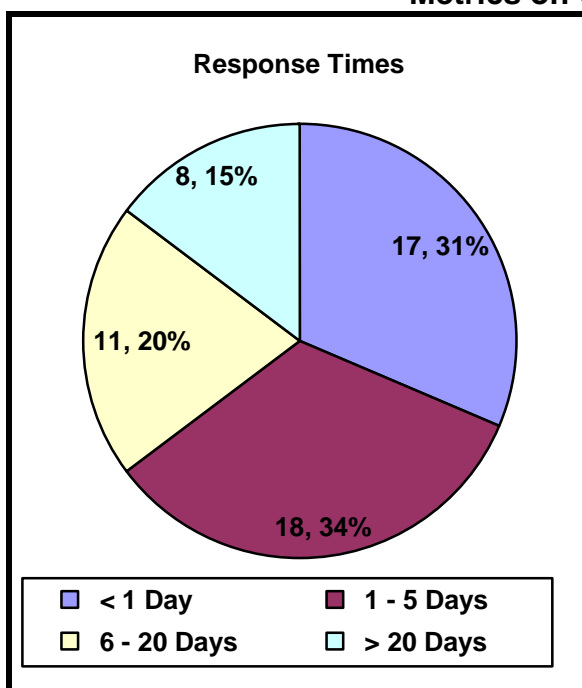
PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
IOTA	AFRL/IFE-BROADSWORD-03-006I	01603	New	19-MAY-03	0
			Open	19-MAY-03	214
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-004I	01461	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-005I	01478	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-003I	01284	New	10-MAR-03	58
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A

NOTE: Although these PMCRs have been closed, the problems reported were not resolved. The problems still exist for the customer but were closed with this note:

(U)12/19/03- Broadsword switched to sustainment mode, Ref: IOTA (JMR)

ISSE PMO

61 New Tickets Logged
18 Tickets Brought Forward
79 Tickets Worked
54 Tickets Completed
25 Tickets Remaining Open

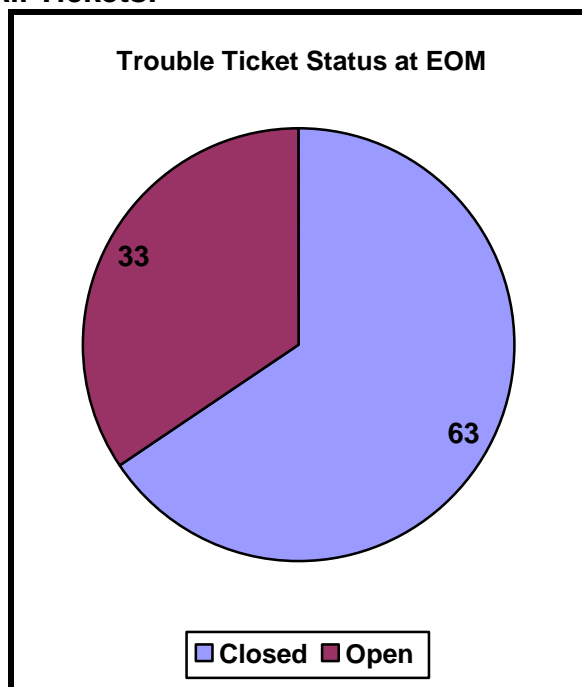
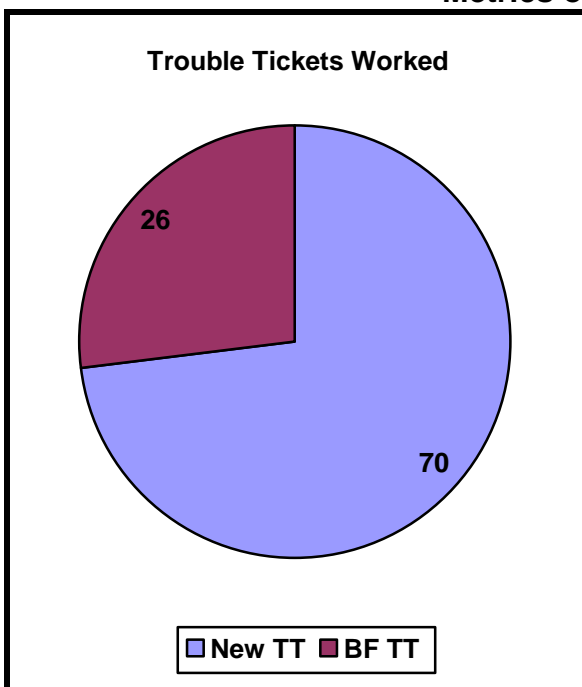
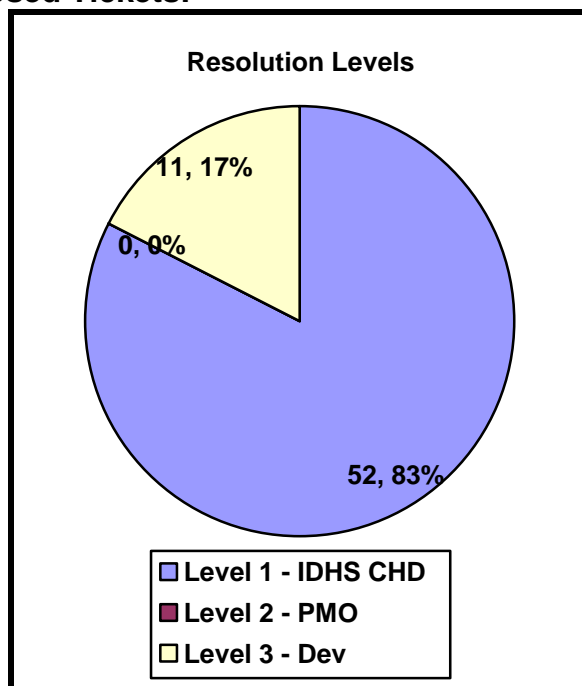
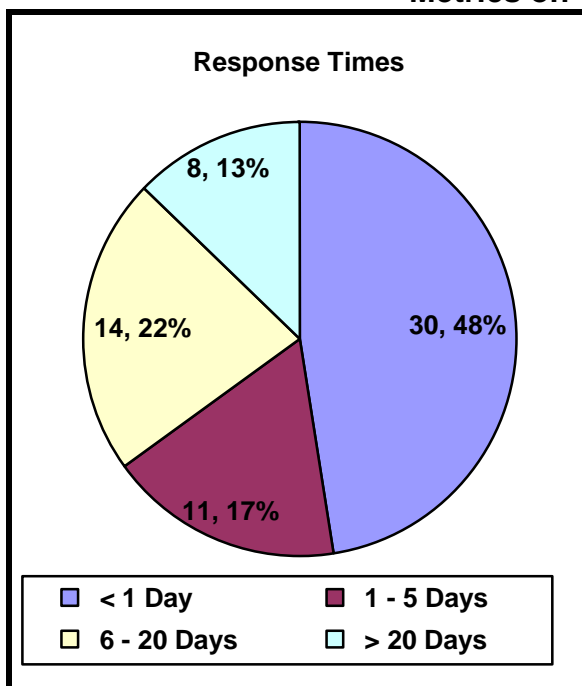
Metrics on All Tickets:**Metrics on Closed Tickets:**

STATUS OF ISSE PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
ISSE	ATO-3-ISSE GUARD/GUARD-03-011I	02004	New	20-NOV-03	41
			Open	31-DEC-03	91...
ISSE	ATO-3-ISSE GUARD/GUARD-03-010I	02022	New	19-NOV-03	42
			Open	31-DEC-03	91...
ISSE	ATO-3-ISSE GUARD/GUARD-03-009I	01857	New	22-OCT-03	70
			Open	31-DEC-03	91...
ISSE	AFRL/IFS-ISSE GUARD-04-005I	02577	New	17-MAR-04	15...
ISSE	AFCCC-1-ISSE GUARD/IUA-03-010I	02325	New	31-DEC-03	91...
ISSE	NORTHCOM-ISSE GUARD/IUA-04-004I	02363	New	17-MAR-04	14...
ISSE	JCO-1-ISSE GUARD/IUA-03-009I	02260	New	03-DEC-03	28
			Open	31-DEC-03	91...
ISSE	JICPAC-1-ISSE GUARD/IUA-03-008I	01771	New	01-DEC-03	30
			Open	31-DEC-03	92...
ISSE	DAO-2-ISSE GUARD/MLDBR-03-002I	02213	New	16-DEC-03	15
			Open	31-DEC-03	91...
ISSE	JICPAC-1-ISSE GUARD/MLDBR-03-001I	02209	New	16-DEC-03	15
			Open	31-DEC-03	91...

JEDI PMO

70 New Tickets Logged
26 Tickets Brought Forward
96 Tickets Worked
63 Tickets Completed
33 Tickets Remaining Open

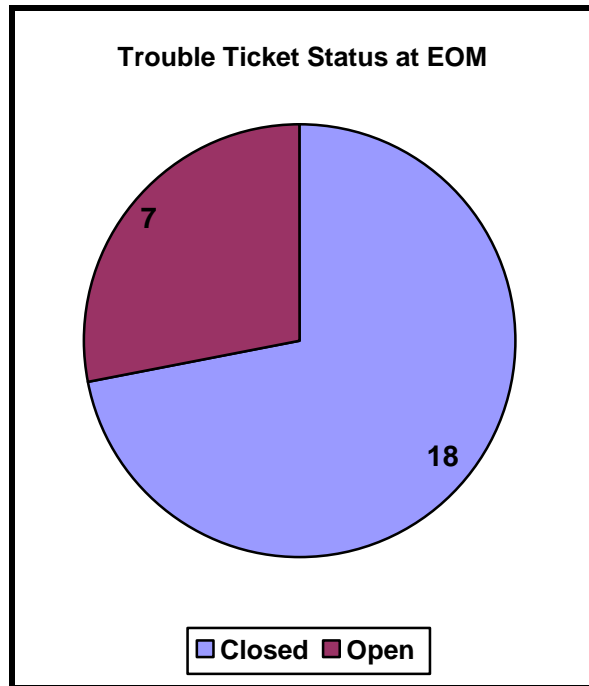
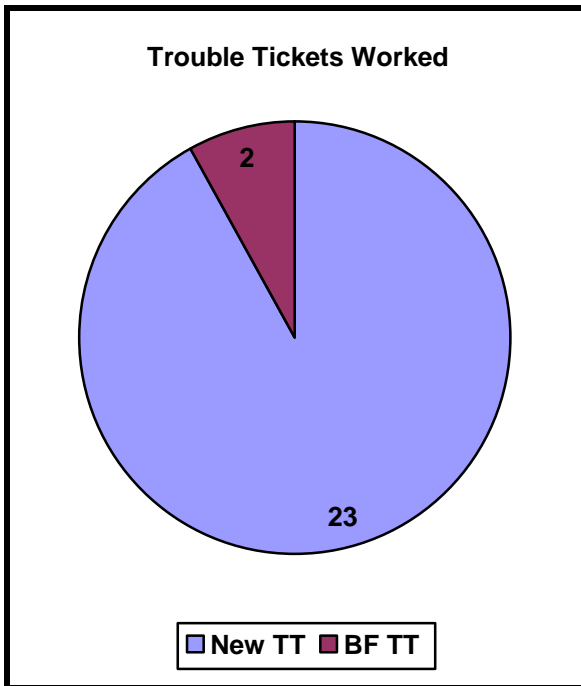
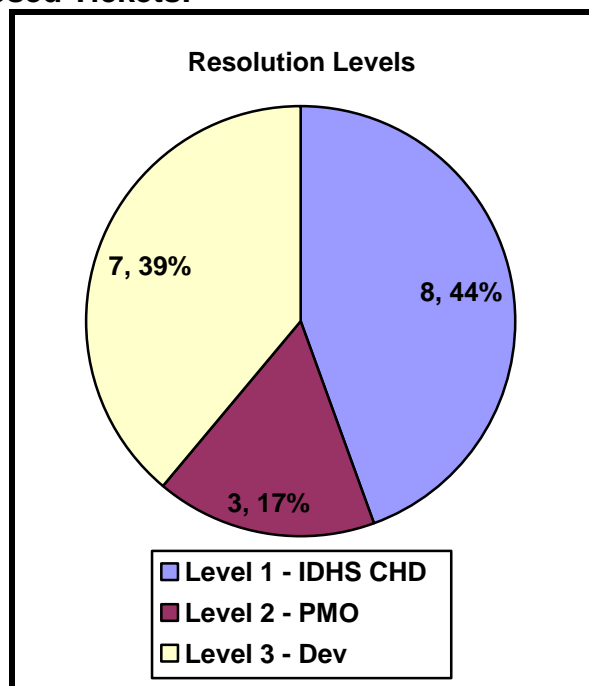
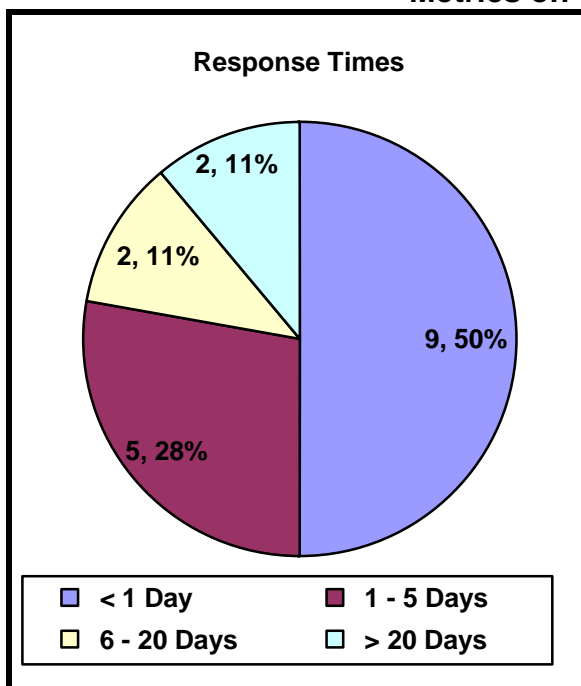
Metrics on All Tickets:**Metrics on Closed Tickets:**

STATUS OF JEDI PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
JEDI	AFRL/IFE-AFDI-03-070I	02194	New	21-NOV-03	62
			Open	22-JAN-04	69...
JEDI	AFRL/IFE-AFDI-03-069I	02007	New	12-NOV-03	71
			Open	22-JAN-04	69...
JEDI	UNKNOWN-AFDI-03-068I	01768	New	05-NOV-03	78
			Open	22-JAN-04	69...
JEDI	JCO-1-AFDI-03-021I	01915	New	08-JUL-03	2
			Open	10-JUL-03	265...
JEDI	AFRL/IFE-AFDI-03-003I	01568	New	16-MAY-03	55
			Open	10-JUL-03	265...
JEDI	AFRL/IFE-AFDI-03-002I	01630	New	15-MAY-03	56
JEDI	UNKNOWN-AFDI-04-001I	02616	New	23-MAR-04	8 ...
JEDI	AFRL/IFE-AFDI-03-001I	01323	New	12-FEB-03	148
			Open	10-JUL-03	265...

JTT PMO

23 New Tickets Logged
2 Tickets Brought Forward
25 Tickets Worked
18 Tickets Completed
7 Tickets Remaining Open

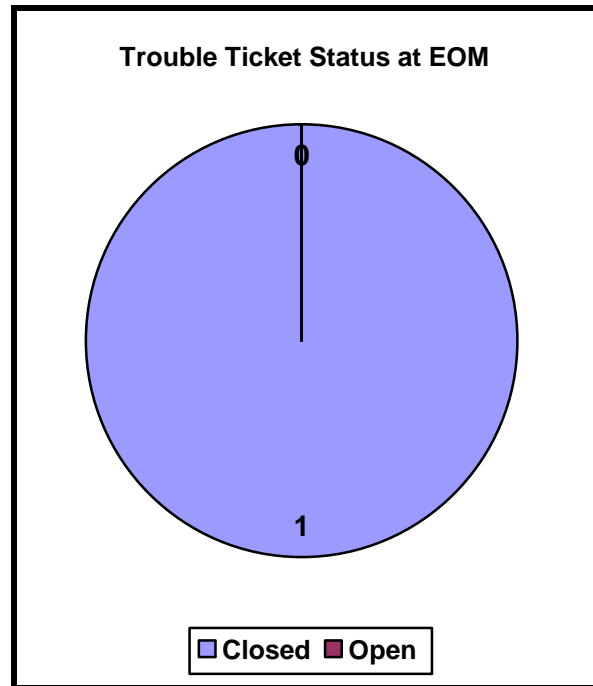
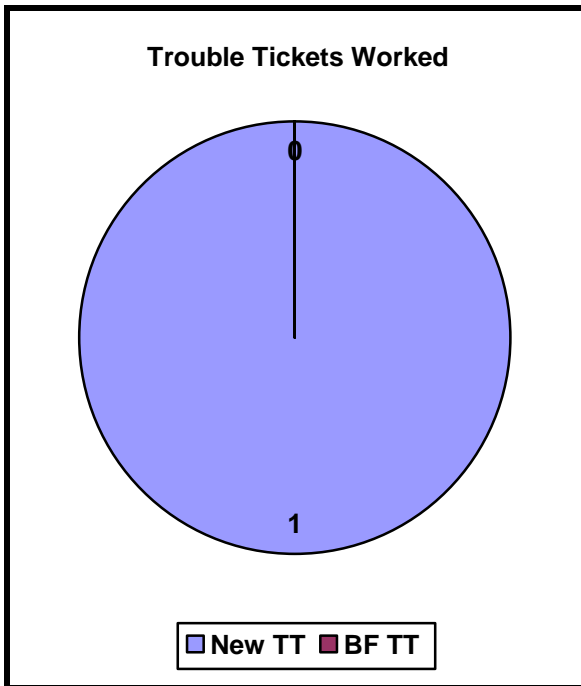
Metrics on All Tickets:**Metrics on Closed Tickets:**

STATUS OF JTT PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
JTT	AFRL/IFE-JTT-03-388I	01781	New	16-JUL-03	7
			Open	23-JUL-03	252...
JTT	AFRL/IFE-JTT-03-337I	01398	New	13-MAR-03	5
			Open	18-MAR-03	295
			Closed	07-JAN-04	N/A
JTT	AFRL/IFE-ITS-03-013I	02239	New	25-NOV-03	0
			Open	25-NOV-03	127...

OTHER

1 New Tickets Logged
0 Tickets Brought Forward
1 Tickets Worked
1 Tickets Completed
0 Tickets Remaining Open

Metrics on All Tickets:**Metrics on Closed Tickets:**